# 📘 ****NHRC SOP Portal — User Training Manual****

Welcome to the **NHRC SOP Portal!** This manual is designed to help you confidently navigate the system, whether you are a general user, Head of Department (HOD), or system administrator. It covers all major functions, best practices, and troubleshooting tips to ensure you can effectively manage, access, and track Standard Operating Procedures (SOPs).

## I****ntroduction****

The NHRC SOP Portal is a secure, centralized platform for managing SOPs, amendments, assignments, user notifications, and support requests. It ensures transparency, compliance, and collaboration across departments.

This manual provides a **step-by-step guide** to help you perform key tasks efficiently and stay aligned with institutional policies.

## ****Logging In and Accessing the System****

* Go to the **/login** page on the portal.
* Enter your **username** and **password**.
* If it’s your **first login** or after a password reset, you’ll be prompted to **set a new password** — follow the on-screen instructions.
* If you forget your password, click **“Forgot Password”** to verify your identity and reset it.
* To log out, click the **“Logout”** link at the top-right corner or on the dashboard.

## ****Browsing and Accessing SOPs****

* Navigate to **/documents** or **/sops** to view the complete SOP library.
* Use **advanced filters**:
  + **Status** (draft, approved)
  + **Owner/Uploaded By**
  + **Category and Subcategory**
  + **Approver**
  + **Keywords or File Content**
* **Download an SOP** by clicking the 📥 **Download** button.
* **Mark an SOP as read** by clicking the ✅ **Mark as Read** button — this logs your acknowledgment for compliance tracking.
* Review **version history** via the **Version History** page for each SOP.

## ****Uploading, Approving, and Managing SOPs (Admin, Director, HOD Roles)****

* Go to **/upload** to submit a new SOP.
* Complete required fields:
  + **Category** and **Subcategory**
  + **File selection** (pdf, doc, docx)
* After upload:
  + Visit **/sops** to **review**, **approve**, or **delete** drafts.
  + Only **approved SOPs** become visible to general users.
* Use the **Audit Log** to track upload, approval, and deletion history.

## ****Raising and Managing Amendments****

* Go to **/amendments** to submit a new amendment.
* Select the **relevant SOP** and fill in:
  + **Section affected**
  + **Detailed description of the issue**
  + **Suggested improvement**
  + **Severity level**
* Admins and HODs manage amendments in **Stage 2**, where they:
  + Review submitted amendments
  + Update amendment details
  + Reach consensus and finalize changes
* Use **/manage\_amendment** to review or update amendments.

## ****Viewing Notifications****

* Check your **dashboard** and **notifications panel** for:
  + Admin announcements
  + Assigned SOPs
  + Pending amendment actions
* Email notifications are sent for:
  + SOP assignments
  + Amendment submissions and closures
  + Password resets and user account updates

## ****Submitting Support Tickets****

* Visit **/help** (or **/support**) to open the support page.
* Fill in the form:
  + **Name**
  + **Email**
  + **Subject**
  + **Message**
* After submission, you will receive a **ticket ID**.
* Track the status of your request via follow-up emails or the portal.

## ****Admin Panel Features (Admin Role Only)****

* **User Management:**
  + Create new user accounts
  + Assign or promote roles
  + Suspend/reactivate users
  + Reset passwords (with automatic email notification)
* **SOP Management:**
  + Upload, approve, delete, and restore SOPs
  + Assign SOPs to users or roles
  + Export assignment and acknowledgment reports
* **Amendment Management:**
  + Oversee Stage 2 reviews
  + Close amendments and update versioning
* **Audit Logs:**
  + Monitor system actions by user, role, or action type
  + Export logs to Excel for reporting
* **API Key Management:**
  + Generate, enable, disable, and delete API keys
  + Control external system integrations
* **Settings Configuration:**
  + Update portal name, logo, admin email, theme color
  + Enable/disable user registration

## ✅ ****Best Practices and Tips****

* **Use a strong, unique password** and change it regularly.
* **Mark SOPs as read** promptly to meet compliance requirements.
* **Submit amendment requests** proactively when you spot gaps or improvements.
* **Check notifications** regularly to stay updated on tasks or announcements.
* **Log out** after each session, especially on shared or public computers.
* **Back up important files** and reports if you are an admin.
* **Stay familiar with your role’s permissions** to avoid access issues.

## 🚦 ****Troubleshooting Common Issues****

| **Issue** | **Solution** |
| --- | --- |
| Forgot password | Use the **Forgot Password** feature on the login page |
| Can’t find an SOP | Use filters by status, category, or keywords on /documents |
| Unable to upload or approve SOP | Check if you have **Admin/Director/HOD** role |
| Didn’t receive notification email | Check spam folder or contact system admin |
| Trouble submitting a support ticket | Ensure all required fields are filled in on the help form |

## 🆘 ****Getting Help****

* Submit a **support ticket** via **/help**.
* Contact your **Head of Department** or **System Administrator**.
* Refer to this manual at any time via the **User Manual page** in the portal.